

Minutes of the Information Management Panel
Friday, March 24, 2006

Paulson called the meeting to order at 8:33 a.m. and led the committee in the pledge of allegiance.

Present: Supervisors Genia Bruce, Jim Behrend, Duane Paulson and Bill Mitchell. **Absent:** Citizen Jim Herzfeld.

Also Present: Information Systems Manager Michael Biagioli, Business Services Administrator Donn Hoffmann, Infrastructure Administrator Al Mundt, Treasurer Pam Reeves, Radio Services Administrator Chris Pettersen, Collections and Business Services Manager Sean Sander, Solutions Administrator Dave Kragenbrink, Emergency Preparedness Director Richard Tuma, Chief of Staff Lee Esler, Office Services Coordinator Windy Jicha, Financial Analyst Joshua Fudge.

Approve Minutes of February 24, 2006

MOTION: Behrend moved, Paulson second, to approve the meeting minutes of February 24, 2006. Motion carried: 3-0.

Supervisor Mitchell arrived at 8:35 a.m.

Upcoming Meetings

- May 19th at 1 p.m.

Update on the Tax Records System Replacement Project

Sander said the group continues to work on this project. The tax listing side is working in parallel. The January 31 rollover was successful. We are working through the cashing issues. We have a conference call with the vendor everyday at 4 p.m. We are sending a letter to the vendor asking them to develop a realistic project plan. We've been through project plans several times and now we are putting it on them to develop a project plan they can commit to. When they respond with the project plan we are going to ask them for resources to be on site until the project is done. The issues logs are taking too long to resolve. The county has not made any payment to the vendor since last summer. The third party that put together the system requirements for the county is frustrated and have been holding on longer than they had planned. The county is not providing any additional compensation for this help. There aren't any good products out there. This seems like the best long-term solution.

Mitchell asked how long will Easy Access continue to pay support for the P390 system? Sander said the whole group is working to get this resolved. The agreement we had with Easy Access was that they would pay for the P390 until it is no longer needed. Sander said they are hoping to move into the Wisconsin market. They could use the product as is with smaller municipalities. Sander would like to see this finished this summer. One strategy might be to take the code as is to another company to see if they can take it over and fix it. This would create the issue of who will provide ongoing support. Mitchell said having someone else pick up code is just like starting from scratch. You need to put all the emphasis into making this work.

Paulson asked is this the result of the county going with the cheapest vendor? Biagioli said this has to do with the company never working in Wisconsin before. Easy Access charged a lower price for their product to get into the state. There are many intricacies and complexities in Wisconsin.

Sader said we brought in Whitman Hart to minimize risks. Whitman Hart brought systems into San Francisco and New York so they have dealt with larger communities.

Biagioli said the delay of this project is impacting other projects.

Electronic Content Management (ECM) and Customer Relationship Management (CRM) Project Updates

Sander said RFP responses have come back and two vendors were selected. As of yesterday we had a budget issue that he's 70% sure will be resolved. The vendors are meeting today to discuss how both projects will work together. Sander wants to ensure the county gets the desired end product at a good price.

Mitchell said he was on the RFP work group for this and he felt like the RFP was developed with a shotgun approach leaving vendors to interpret what the county is looking for. He thought it was unfair to vendors because we didn't tell them what we wanted but rather asked what they would do to implement the project. We need to make sure these vendors can meet our goals. Sander said staff from all departments got together to develop the RFP. Mitchell said that was evident because of the shotgun RFP. Vendors ignored some departments completely. It was presented as a wide project and he wants to make sure we get what we need.

Sander said once we make the award, we'll have a kick off with all interested parties. We want to provide more education. There may be 20 to 50 definitions of this project and they are all correct. These are feasibility studies.

Overview of Association of Public Safety Communications Officials (APCO) Study Report

Tuma said all issues identified in the study are things staff and communities have discussed in the past. The report showed areas in need of improvement and things we are doing well. It is a good tool. The report was released Monday and we are taking steps to implement the recommendations such as increased and improved training, overfilling positions, purchasing software to better screen telecommunicator candidates. We will update everyone as we move forward.

Tuma said we've hired a consultant to help us work with Spillman. We have a meeting on April 6th with Spillman to discuss our needs and find out if they are willing to make the system work. Biagioli said a copy of the report was given to Spillman before it went public. Hoffmann said the problems with Spillman are only with the CAD module. The law records and jail modules are working appropriately.

Mitchell said when you read the summary the report is glowing but when you get into the actual report there are many negative comments. He would like to see this worked out with the vendor. If we have to drop Spillman's CAD module, it will affect our other dealings with Spillman.

Tuma said there are other CAD vendors out there but they have problems too. He would like to see us work with Spillman to fix the issues. He doesn't want to go from one set of problems to another or to a bunch of systems that don't talk to each other. We may have to come to the realization that the systems have limitations. Contrary to the Milwaukee Journal Sentinel article, there's nothing broken but there are issues to work through.

Mitchell asked if they will be hiring a manager per the report recommendations? Tuma said he realizes they need this person but he hasn't met with administration to discuss it yet. Tuma said he's pleased with the results of the study. It is a good critique showing what is good and not so good.

Update on the Implementation of the Mobile Data Computing

Pettersen said they began migrating to the new system and mobile installations on Monday. By the end of today, 35 of more than 200 squads will be loaded with the system. We are ahead of schedule. There have been some complaints but that is to be expected. They will install new laptops, which were purchased with grant funds, and software into the WCCC agencies last. When the CAD system and mobile software is installed, a network connection is needed. The system comes with a rudimentary messaging system, the

ability to query the state and some additional functionality we've added. We will use this rudimentary messaging software until we phase into the Spillman mobile project for the WCCC agencies. You don't want to do both installations at one time. Training is simple and takes 30 minutes. We received training materials from the vendor and are training the trainer in-house. In five to six weeks we should be 100% on the new system.

Mitchell asked if there are any dead spots around the county? Pettersen said we had some problems in Mukwonago with a Nextel tower near I-43 but Nextel was resolved the issues. There might be some occasional interference from Nextel towers but eventually that will be taken care of.

Pettersen said only the WCCC agency squads will have Spillman loaded. These squads are being taken care of last so they won't have to be brought in twice. Tuma said we are able to add the software to the systems in a dormant status until we're ready to go live.

Update on Web Content Management

Kragenbrink said the county uses software named Collage to manage web content, which will be upgraded in the near future. We need to see how the upgrade will fill current system deficiencies. When Collage was first brought in, an estimated 80% of our Internet content was static. Over the last year the amount of dynamic content has increased and is expected to continue to do so in the future. We're looking at a way to handle dynamic information through databases. Managing dynamic content was left until the end of this project because it was the most challenging piece. Two of the main people working on this project have since left the county.

The next step we will work on is the Intranet of which 80% of the content is dynamic. We want to have a single dynamic content management solution to handle both Internet and Intranet needs. We're comparing some of the content management products on the market to Collage to see what features are available elsewhere. After analyzing all the features, we can ask Collage if they are able to provide these additional items to us or we could look to a different product. We are bringing the site up to WC3 compliance, which encompasses ADA compliance for all needs.

Mitchell said courts hasn't been interested in using the system. Kragenbrink said he didn't endorse Collage when he worked for the Clerk of Courts because 90% of courts web information is dynamic and Collage didn't offer the tools to meet the needs of the courts at that time. Mitchell asked will the upgrade deal with dynamic issues? Kragenbrink said on paper the software will solve the issues but he hasn't seen it working in practice. He's going to meet with the company to see how the new upgrade actually works. Regarding the courts, the courts no longer have the expertise to run their system since he left. The County Clerk also doesn't use Collage.

Update on Wireless Opportunities

Biagioli met with representatives from Menomonee Falls, Elm Grove, City of Waukesha, City of Brookfield, City of New Berlin and Muskego to discuss wireless opportunities in Waukesha County. The group agreed to work together and adhere to wireless Wisconsin standards. The standards are part of an appendix piece developed by Dane County, City of Madison and the State of Wisconsin. The City of Waukesha is adhering to these standard along with other communities in the state. This project will have no impact on taxes and needs to be seamless in nature. Getting this project to work will take industry and elected leaders working together. He sees advantages to adhering to the same communications standards in the region and the same bandwidth across the county.

Update on 2006 Initiatives

This item was not discussed at the meeting due to time constraints.

IMP – 3/24/06

MOTION: Mitchell moved, Behrend second, to allow secretary Duane E. Paulson to approve the final set(s) of panel minutes on behalf of the Information Management Panel. Motion carried 4-0.

MOTION: Behrend moved, Paulson second, to adjourn the meeting at 9:46 a.m. Motion carried: 4-0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel